

Figure 1

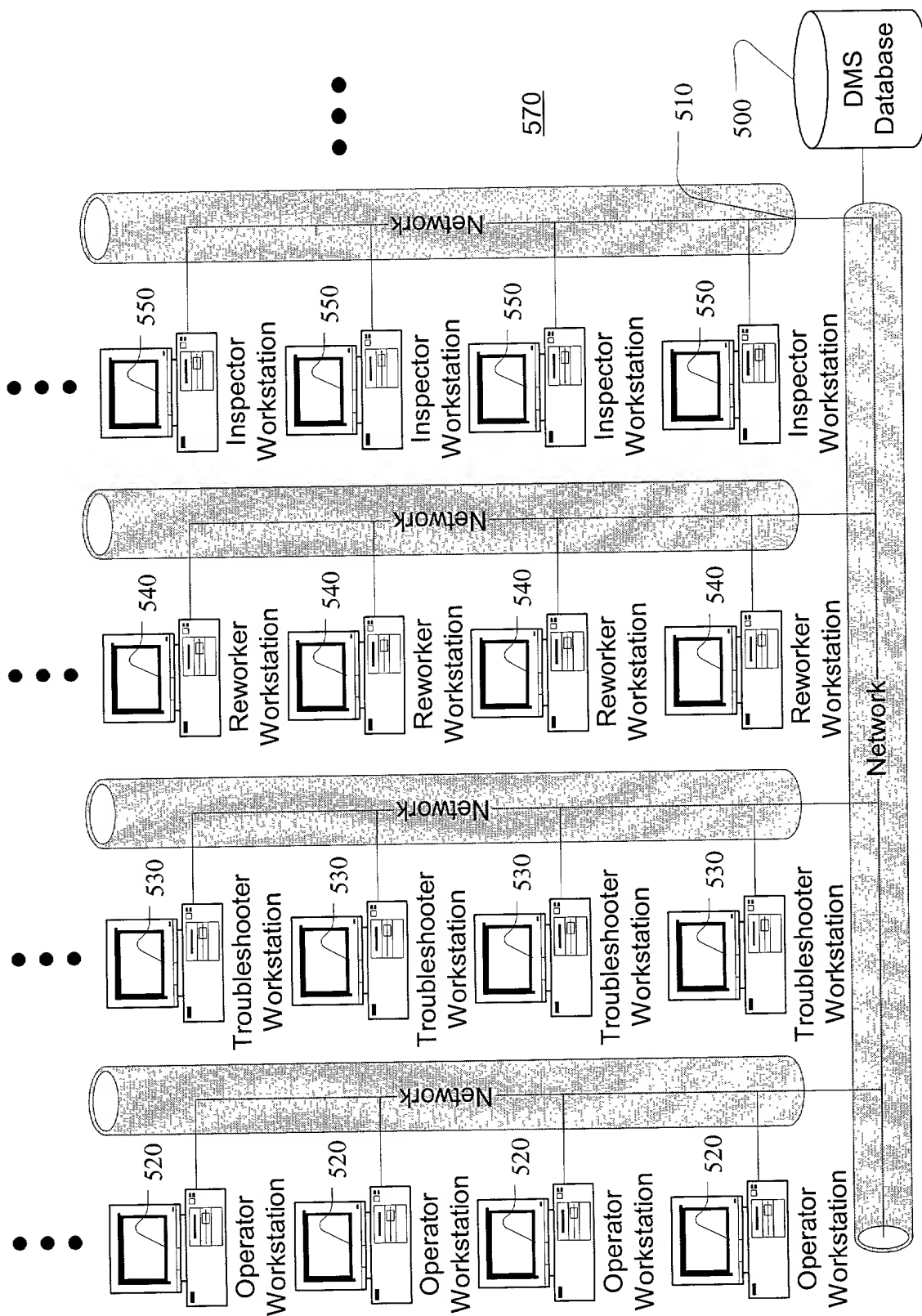


Figure 2

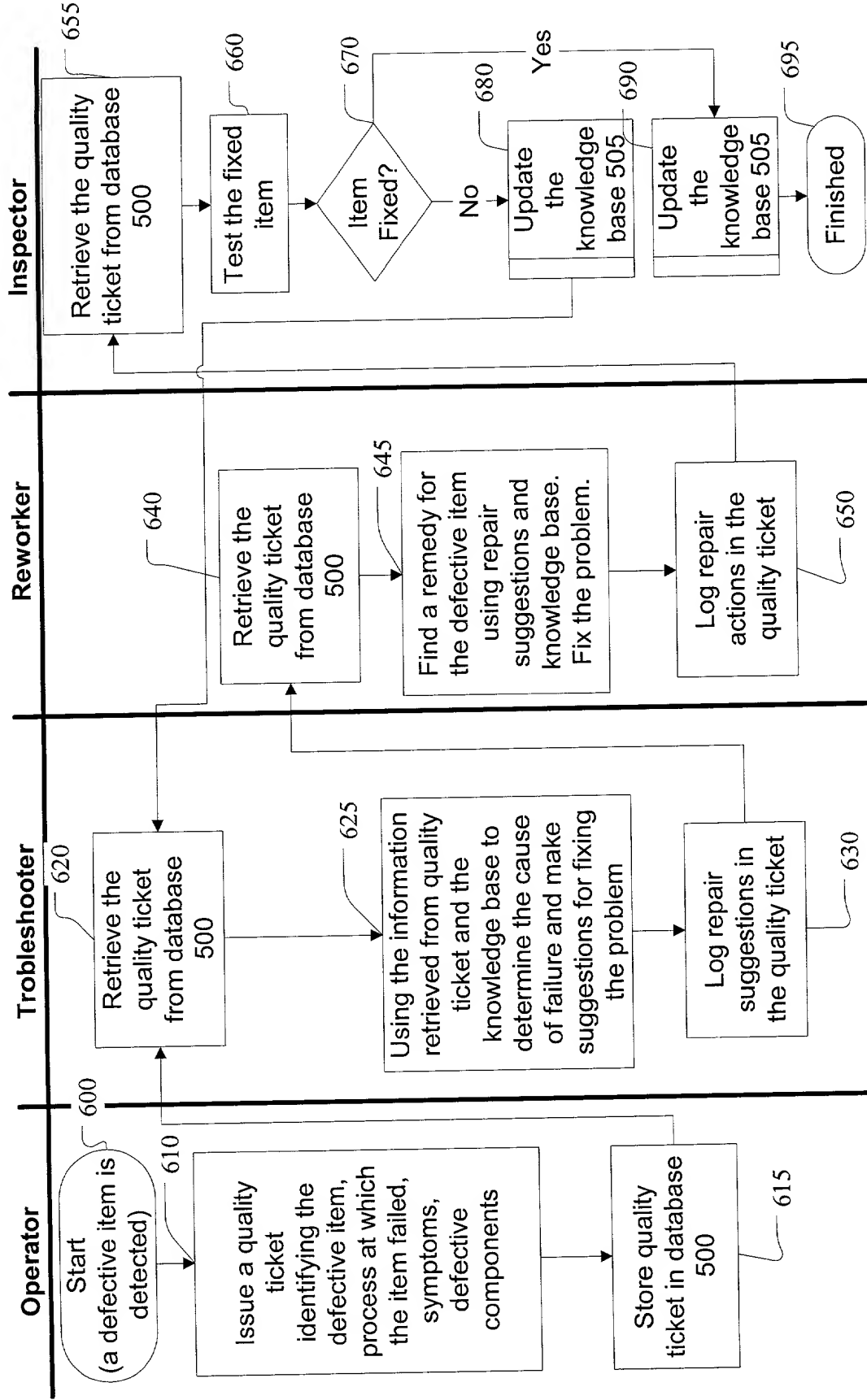


Figure 3

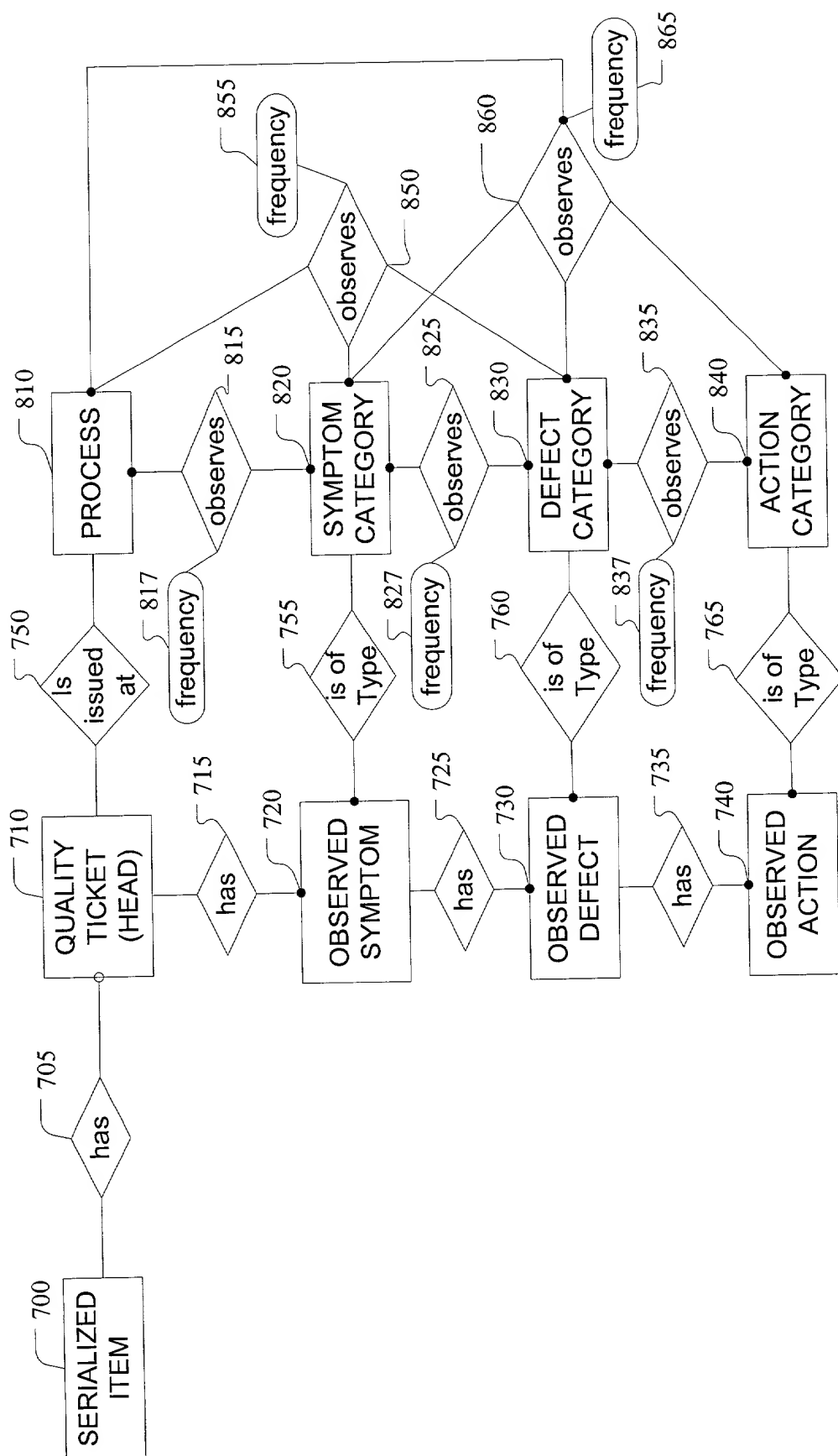


Figure 4

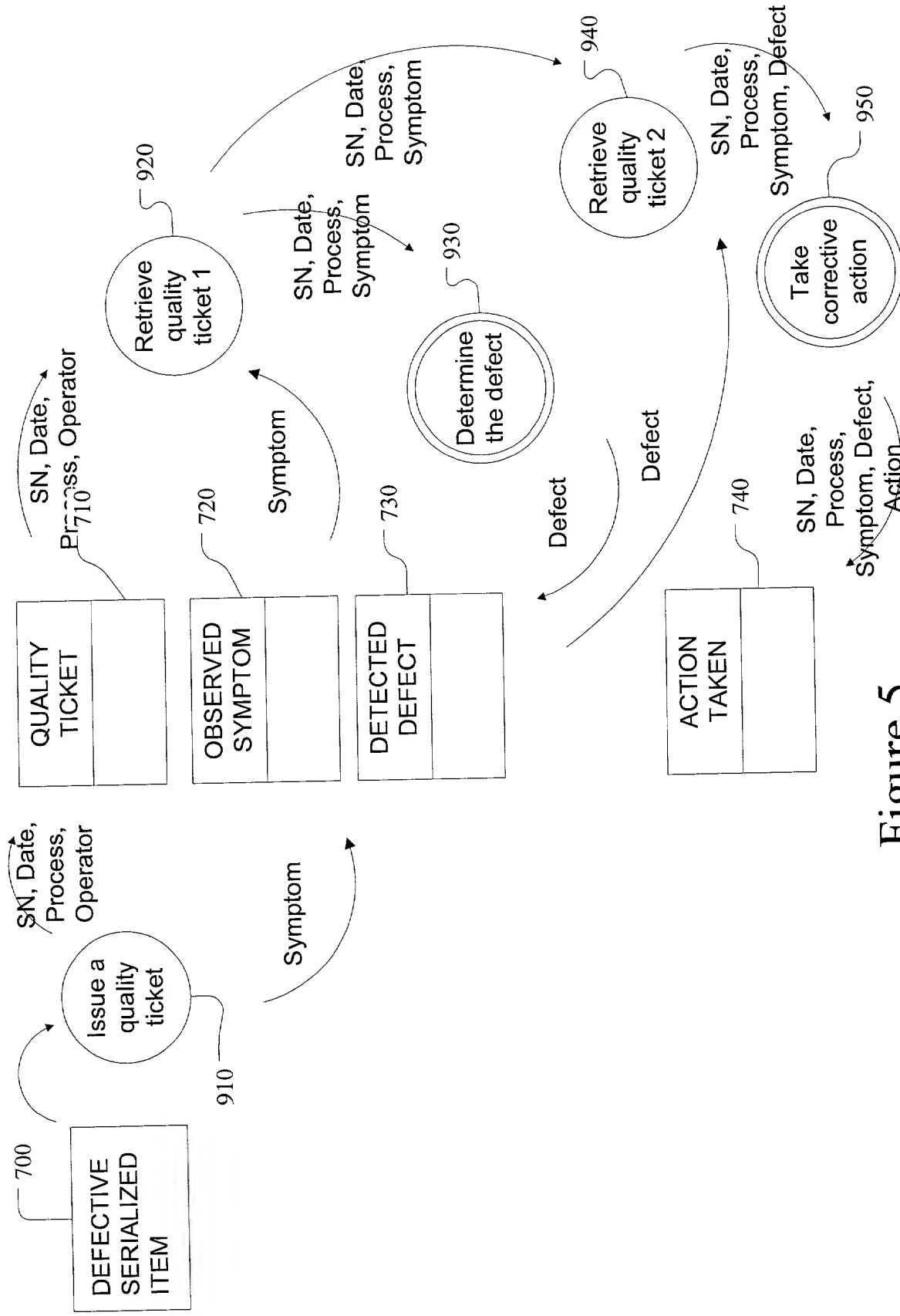


Figure 5

Quality Ticket (V 1.2.2)

Serial Number

Ticket

Module Info

Application

Part Number

Description

Enter Data

Get Info

Close Quality Ticket

Area Of Operation

Symptom

Process Step (Test)

Symptom Category

Comment

Quality Ticket Expired

DCS Support

Current Operator

Current Operator ID

Save

Cancel/New

Defect

No Defect

Close

Figure 6a

10

15

20

27

30

35

40

45

50

5a

60

70

75

90

95

100

105

110

115

120

130

135

Serial Number: [ ]

Ticket: [ ]

Lookup [ ]

Close Quality Ticket [ ]

Serialized Item Factory Data

Application [ ]

Part Number [ ]

Description [ ]

Revision [ ]

Area Of Operation: [System Test]

Symptom [ ]

Process (Test Stage): [CIAO 1]

Process Step (Test): [DT]

Comment: [ ]

Quality Ticket Explorer [ ]

QCS Support [ ]

System Test [ ]

Save [ ]

Cancel/New [ ]

Defect [ ]

No Defect [ ]

Close [ ]

7

C:\ENA\dmtestuser1.CIENA\dmtestuser1

Figure 6b



10

15

20

25

27

30

35

40

45

50

5

Serial Number

M00000001

Ticket

Lookup

Get Info

Module Info

Application

Part Number

Description

Area Of Operation

10G

Symptom

Module Application

Rework (RW)

Justification

OK's ticked

Process (Test Stage)

OT

Symptom Category

N/A

Comment

Testing

Area Of Operation

10G

Module Application

Rework (RW)

Justification

OK's ticked

Process (Test Stage)

OT

Symptom Category

N/A

Comment

Testing

Area Of Operation

10G

Module Application

Rework (RW)

Justification

OK's ticked

Process (Test Stage)

OT

Symptom Category

N/A

Comment

Testing

Quality Ticket Explorer

DCS Support

Area of Operation 6

Current Operator: CENAINMQUARRA, CENAINMQUARRA

Save

Cancel/Help

Defect

No Defect

Close

Figure 7



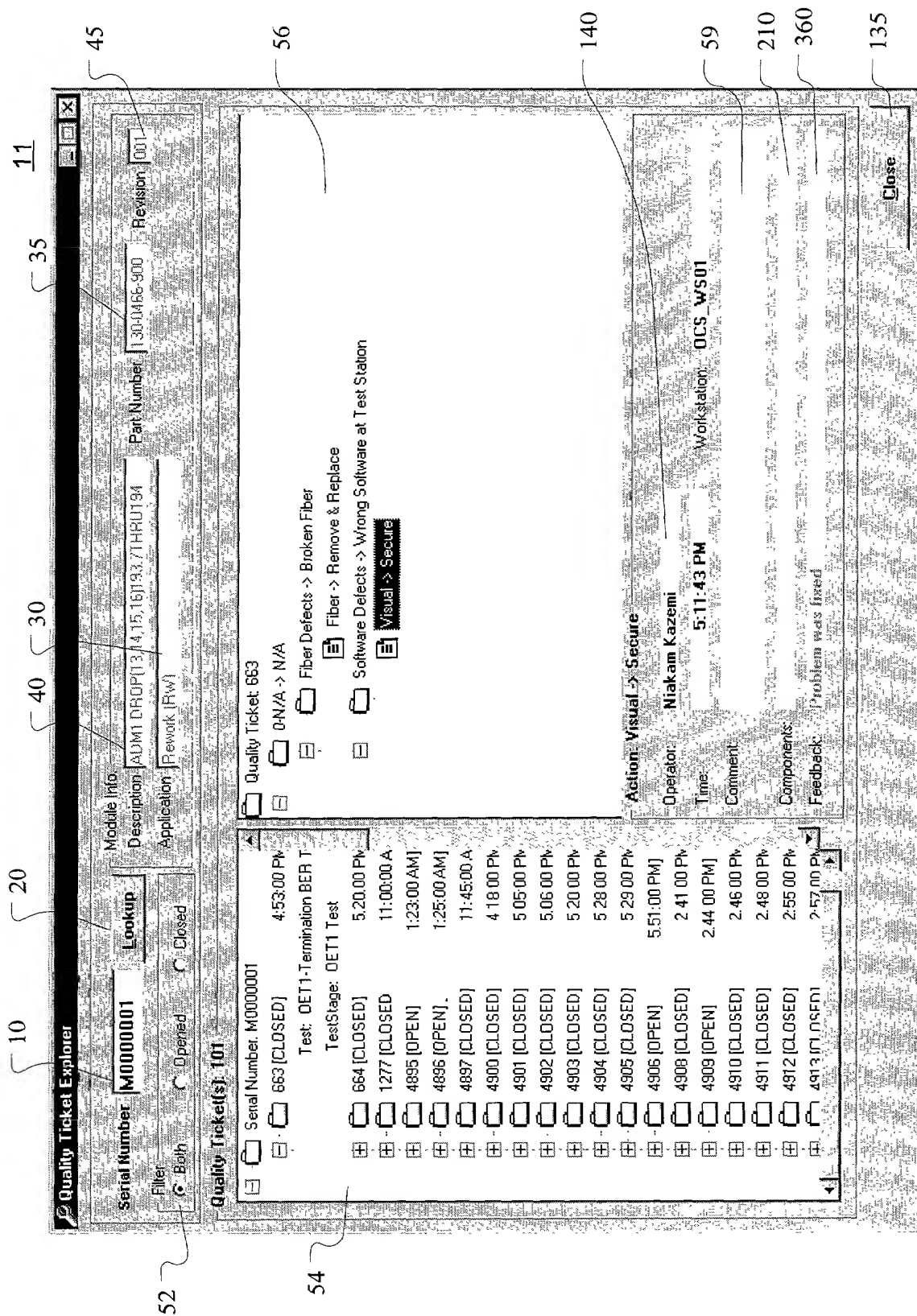


Figure 8



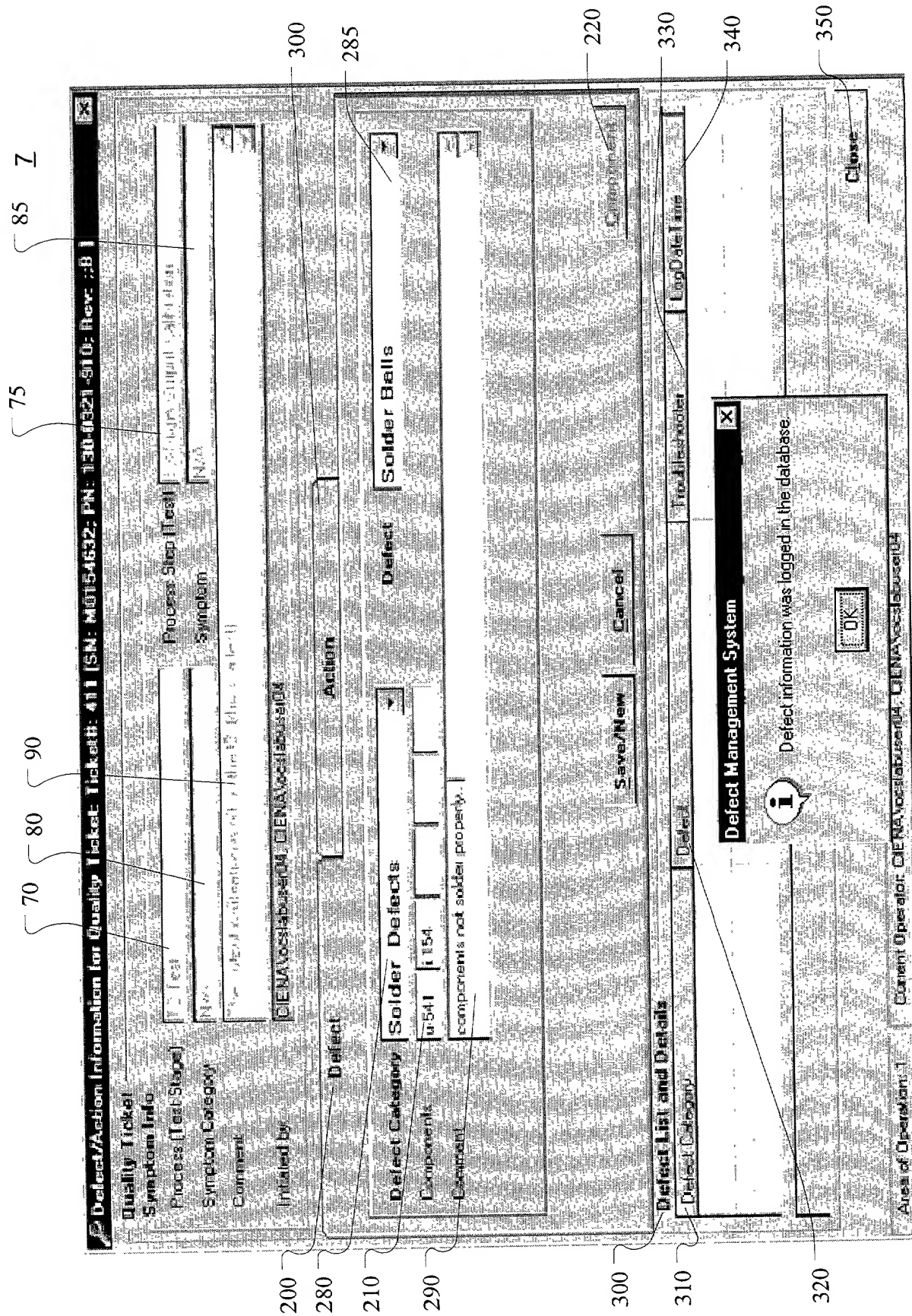


Figure 10a

140

70

80

90

50

75

85

7a

200

280

210

290

385

335

310

320

360

350

Defect/Action Information for Quality Ticket: Ticket#: 4895 [SN: M0000001; PN: 130-0466-900; Rev: 001]

Operator: CIENA\dmstestuser1

Process (Test Stage): OT1 - Rx

Symptom Category: I-N/A

Comment:

Area of Operation: 10G

Process Step (Test): TX grating test

Symptom: N/A

Defect

Defect Category:

Components:

Comment:

Defect:

Save

Troubleshooting Guide

Status

Defect Category

Defect

Reference Designator(s)

Not Fixed	Component Defects	Damaged	YERE, EEE
No Action	Component Defects	Damaged	tmdd
No Action	Component Defects	Damaged	GGG, DFDD, DDD
No Action	Component Defects	Damaged	

Feedback

Close

To get the detailed information on each defect double click on the corresponding row or click on the Feedback button

Figure 10b



Figure 11a

Figure 11a

**Defect/Action Information for Quality Ticket:** Ticket#: 4895 [SN: M0000001; PN: 130-0466-900; Rev: 001]

---

Operator: CIENA\dmstestuser1	Area of Operation: 10G
Process (Test Stage): Q11 - Rx	Process Step (Test): Fix grating test
Symptom Category: 1-N/A	Symptom: N/A
Comment:	

Defect	Action
<b>Action Category:</b> Testing2 Components: <input type="text"/> Comment: <input type="text"/>	<b>Action:</b> Testing2 Step <input type="button" value="Save"/>

To get the detailed information on each defect double click on the corresponding row or click on the Feedback button

Status	Defect Category	Defect	Reference Designator(s)
Not Fixed	Component Defects	Damaged	YERE, EEE
No Action	Component Defects	Damaged	tmd
No Action	Component Defects	Damaged	
No Action	Component Defects	Damaged	GGG, DFDD, DDD

7 System Test CIENA\dmstestuser1	Feedback	Close
----------------------------------	----------	-------

Figure 11b

70
80
295
75
8
85

**Defect/Action Information for Quality Ticket: Ticket#: 420 (SN: M00000002; PN: 130-0466-900; Rev: 001)**

**Quality Ticket**

Symptom Info

Process (Test Stage): [ 0420-04 ]

Symptom Category: [ 420 ]

Comment: [ 1000 ]

Inherited by: [ CIENAM00000002 ]

**Defect**

Action Category: [ Fiber ]

Component: [ u-666 ]

Comment: [ Testing ]

Resolution: [ Resolved: CIEN ]

**Action**

Action: [ Remove & Replace ]

**Log**

Log Date/Time: [ 12/21/2000 10:50:00 ]

**Defect List and Details**

Defect Category	Defect	Log Date/Time
Fiber Defects	Broken Fiber	12/21/2000 10:50:00
Component Defects	Damaged	12/21/2000 11:56:00
Fiber Defects	Broken Fiber	12/21/2000 3:09:00 PM
Software Defects	Wrong Software at Test Station	12/21/2000 3:16:00 PM

Testing [ 1000 ]

200
380
305
390
360
307
310
320

**Defect/Action Information for Quality Ticket: Ticket#: 420 (SN: M00000002; PN: 130-0466-900; Rev: 001)**

**Quality Ticket**

Symptom Info

Process (Test Stage): [ 0420-04 ]

Symptom Category: [ 420 ]

Comment: [ 1000 ]

Inherited by: [ CIENAM00000002 ]

**Defect**

Action Category: [ Fiber ]

Component: [ u-666 ]

Comment: [ Testing ]

Resolution: [ Resolved: CIEN ]

**Action**

Action: [ Remove & Replace ]

**Log**

Log Date/Time: [ 12/21/2000 10:50:00 ]

**Defect List and Details**

Defect Category	Defect	Log Date/Time
Fiber Defects	Broken Fiber	12/21/2000 10:50:00
Component Defects	Damaged	12/21/2000 11:56:00
Fiber Defects	Broken Fiber	12/21/2000 3:09:00 PM
Software Defects	Wrong Software at Test Station	12/21/2000 3:16:00 PM

Testing [ 1000 ]

300
385
395
330
340
350

**Defect/Action Information for Quality Ticket: Ticket#: 420 (SN: M00000002; PN: 130-0466-900; Rev: 001)**

**Quality Ticket**

Symptom Info

Process (Test Stage): [ 0420-04 ]

Symptom Category: [ 420 ]

Comment: [ 1000 ]

Inherited by: [ CIENAM00000002 ]

**Defect**

Action Category: [ Fiber ]

Component: [ u-666 ]

Comment: [ Testing ]

Resolution: [ Resolved: CIEN ]

**Action**

Action: [ Remove & Replace ]

**Log**

Log Date/Time: [ 12/21/2000 10:50:00 ]

**Defect List and Details**

Defect Category	Defect	Log Date/Time
Fiber Defects	Broken Fiber	12/21/2000 10:50:00
Component Defects	Damaged	12/21/2000 11:56:00
Fiber Defects	Broken Fiber	12/21/2000 3:09:00 PM
Software Defects	Wrong Software at Test Station	12/21/2000 3:16:00 PM

Testing [ 1000 ]

300
385
395
330
340
350

Figure 12



70 80 295 75 85 9

**Defect/Action Information for Quality Ticket: Ticket#: 416 [SM: M000002; PM: 130-0468-900; Rev: 001]**

**Quality Ticket**  
**Symptom Info**  
Process/Test Stage: [Field]  
Symptom Category: [Field]  
Symptom: [Field]  
Comment: [Field]

**Defect**  
Invoked by: [Field]  
Defect Category: [Field]  
Defect Description: [Field]

**Action**  
Action Category: [Field]  
Action Description: [Field]  
Action Comment: [Field]

**Feedback**  
Reviewer: [Field]  
Feedback: [Field]  
☐ Problem was fixed  
☐ Problem was not fixed

**Defect List and Details**  
Defect Category: [Field]  
Filter Defects: [Field]

**Feedback**  
☐ Problem was fixed  
☐ Problem was not fixed  
Save

**Close**

Area of Operation: 1 | Current Operator: CENAVINMOYARA, DE NIAVINMOYARA

Figure 13 397

335

140

280

285

321

322

385

323

324

350

380

335

364

366

**Detailed information for defect: 3305**

Troubleshooter:

Kazemi-1, Niakam

Defect Category:

Component Defects

RD(s):

VERE EEE

Comment:

Defect:

Damaged

Reworker:

Kazemi-1, Niakam

Action Category:

Components

RD(s):

Comment:

Action:

Cleaned

☒ Problem was not fixed
 

This box is to provide the system with feedback on whether the problem with the item has been fixed or not. This information is being checked when closing the quality ticket. If the quality ticket contains a defect with no corresponding action showing 'Problem was fixed' the ticket cannot be closed.

☐ Problem was fixed

☐ Problem was not fixed

Save Feedback

Close

Figure 14

386

389

388

387

**Troubleshooting Guide**

The following is a list of the most likely causes for the specified SYMPTOM

Defect Category	Defect	Frequency
Component Defects	Defective Component	58
Testing Defects	Test Error	51
Component Defects	Damaged	26
Fiber Defects	Broken Fiber	11
Connector Defects	Pitted	10
Solder Defects	Insufficient Solder	8
Testing Defects	High Insertion loss	6
Solder Defects	Excessive Solder	5
Testing Defects	Proof Test Break	5
Component Defects	Wrong Component	5

Close

350

Figure 15